

## WHAT PERSONAL INFORMATION ABOUT CUSTOMERS DOES KLEM TRACTOR, INC. GATHER?

**Information You Give Us:** We receive and store any information you enter on our website or give us in any other way. You can choose not to provide certain information, however, some information is necessary to process your order. We use the information that you provide for such purposes as responding to your requests, customizing future shopping for you, improving our store, and communicating with you.

## DOES KLEM TRACTOR, INC. SHARE THE INFORMATION IT RECEIVES?

Information about our customers is an important part of our business, and we are not in the business of selling it to others. We share customer information only with the business partners as described below:

**Agents:** We employ other companies and individuals to perform functions on our behalf. Examples include fulfilling orders, delivering packages, sending postal mail and e-mail and providing customer service. They have access to personal information needed to perform their functions, but may not use it for other purposes.

**Protection of *Klem Tractor, Inc.* and Others:** We release account and other personal information when we believe release is appropriate to comply with law; enforce or apply our conditions of use and other agreements; or protect the rights, property, or safety of *Klem Tractor, Inc.*, our users, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction.

**With Your Consent:** Other than as set out above, you will receive notice when information about you might go to third parties, and you will have an opportunity to choose not to share the information. *Klem Tractor, Inc.* knows that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. This notice describes our privacy policy. By visiting *Klem Tractor, Inc.*, you are accepting the practices described in this Privacy Notice.

**Klem's is PCI DSS Merchant Compliant under SAQ C.3.2.1 in 2021 and undergoes regular security scans on our public gateway.**

## HOW SECURE IS INFORMATION ABOUT ME?

We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input. We reveal only the last digits of your credit card numbers when confirming an order. Orders are transmitted directly to the Authorize.Net payment gateway for approval. Authorize.Net is uncompromising when it comes to providing customers merchants with a secure, trustworthy payment gateway services. For receiving and transmitting customer payment information, Authorize.Net implements the most advanced Internet security protocols including 128-bit Secure Sockets Layer (SSL). On top of that, Authorize.Net consistently employs an extensive number of strong practices, procedures, and industry-leading technologies to maintain tight security for the entire payment gateway platform. Authorize.Net also maintains compliance with high quality security programs developed by the card associations, such as Visa Cardholder Information Security Program (CISP) and MasterCard Site Data Protection (SDP); and are continually investing time and money to maximize the security surrounding the payment gateway. Within seconds your order is transmitted from Authorize.Net to Klem's for fulfillment.



## ORDER CANCELLATION

Klem Tractor, Inc.'s website does not offer on-line order cancellation. To cancel an order, please contact our order department at (508) 885-2708 ext. 105 within 24 business hours of placing your order. Please have your credit card information available so that we may serve you in a timely manner.

## OUR E-STORE ONLY ALLOWS PRODUCT THAT IS CURRENTLY IN-STOCK TO BE ORDERED.

The Add to cart button will not be available if we are currently out of stock. As soon as the product is in stock the Add to Cart Button will re-appear on our E-Store. (As a Policy we do not allow backorders on the Web, and we do not ship outside of the continental United States.)

## PACKING AND SENDING YOUR RETURN

It only takes a few simple steps:

1. Pack the items along with the packing slip (receipt) securely in a box. We recommend you can use the original box the items arrived in. You may use another box if you prefer.
2. Affix the shipping label to the outside of the box. Ship items directly to our store:  
*Klem's*  
*117 West Main Street*  
*Spencer Ma 01562*  
*Attn: Online Order Returns*
3. Affix proper postage, and leave the package for your mail carrier to pick up.

## PAYMENT PROCESSING

All payments are made in advance by credit card. Your card will be charged only for items that are shipped, plus shipping and handling.

## SHIPPING

We are unable to ship live animals, plants, liquids, hazardous materials, and heavy or oversized items generally over 20-lbs (for such items please select the store pickup option on your order).

We hold the right to cancel such orders and will credit your account accordingly.